



4004

ANNUAL REPORT

OF

Name: FRONTIER COMMUNICATIONS ST. CROIX, INC.

Principal Office: 154 E 2ND ST
P.O. BOX 318
NEW RICHMOND, WI 54017-0318

For the Year Ended: DECEMBER 31, 2002

TELECOMMUNICATIONS UTILITY
TO
PUBLIC SERVICE COMMISSION OF WISCONSIN

P.O. Box 7854
Madison, WI 53707-7854
(608) 267-9504

This form is required under Wis. Stat. § 196.07. Failure to file the form by the statutory filing date can result in the imposition of a penalty under Wis. Stat. § 196.66. The penalty which can be imposed by this section of the statutes is a forfeiture of not less than \$25 nor more than \$5,000 for each violation. Each day subsequent to the filing date constitutes a separate and distinct violation. The filed form is available to the public and personally identifiable information may be used for purposes other than those related to public utility regulation.

GENERAL RULES FOR REPORTING

1. The annual report due date is April 1 of the following year. (Example: The 2001 report is due April 1, 2002.) If that date falls on a weekend or holiday, the annual report is due the following business day.
2. **Electronic filing via e-mail is required.** Go to the Public Service Commission of Wisconsin's web page at <http://psc.wi.gov>, click on Telecommunications and click on Annual Report for Incumbent Local Exchange Carriers (LECs).
3. LEC entities with no revenues for the report year are required to file a LEC annual report.
4. Unless otherwise indicated, the information requested in this report should be taken from the accounts and other records of the utility in conformity with the Uniform System of Accounts prescribed by the Public Service Commission in docket 05-US-102. The definitions and instructions contained therein should also apply to the report wherever applicable. A query or response concerning information contained in this report regarding any practice or transaction should not be construed as indicating conformity to accounting or other pertinent regulations.
5. Please follow all instructions and answer each question fully and accurately. Provide additional information as necessary to avoid misunderstandings or misleading responses. Abbreviations listed on page 6 may be used. However, please show the exact name of the respondent in full on the Identification and Ownership page.
6. Wherever information is requested in a "note," please show that information in the space provided, or make reference to the adjacent page or insert where the note may be found. Please also identify each note. Footnote capability is included in the annual report software program. Please use it where necessary to fully explain particulars in the annual report.
7. Numeric items are limited to digits (0-9). A minus sign "-" should be entered in the software program to indicate negative values. The program will convert the minus sign to parentheses if a hard copy of the annual report is printed. Negative values may not be allowed for certain entries in the annual report due to restrictions contained in the software program.
8. Please report all dollar amounts to the nearest whole dollar.
9. This annual report should be complete in all respects. Unless otherwise authorized, avoid references to returns of former years or to other reports.
10. Wherever schedules call for data from the previous year and such data were reported in the previous annual report, the previous year's data should be reported without modification. If modified, an appropriate footnote indicator and explanation should be included in the current year's annual report.
11. Where part or all of the report is prepared by other than utility personnel, a disclosure is required in the "Individual or firm, if other than utility employee, preparing this report" portion of the Identification and Ownership schedule, which describes the nature and extent of work performed.
12. The LEC annual report program incorporates provisional confidentiality capability for selected items, based on the Commission's confidentiality determination dated February 5, 2002.
13. It is not necessary to sign the signature page.
14. **Edit Check, Confidential Listing, Exported Annual Report, and Export Status Files;
Filing the Completed Report:**

GENERAL RULES FOR REPORTING

Program edit checks, which are located under the Admin dropdown menu, should be run at the completion of data entry. Each edit problem lists pertinent schedule(s) as well as the nature of the problem (such as "does not equal"). Edit items should be reviewed and corrected; unresolved problems should be footnoted in the report, if necessary. This screen automatically saves the edit checks to an .edt file that may be viewed and edited (for purposes of adding necessary notations) using a word processing package such as WordPad.

The confidential listing, which is located under the Admin dropdown menu, should also be run at the completion of data entry. This will create a .clf file.

Select the annual report to export from the Main-Report Selection window. Click Admin, Export Data to PSC to start the export process. This will create an .mdb file, which will subsequently be encrypted to a file with an .sen extension. An export status file is also created (with a .txt extension). The export status report file may also be viewed in a word processing package such as WordPad. If you encounter any export errors, please contact the Commission for assistance.

The .edt, .clf, .sen, and .txt files will be zipped to a file with a .zip extension. An e-mail message will be created, addressed to pscrcs@psc.state.wi.us. The .zip file is automatically attached to the e-mail message. After the e-mail is created, it will automatically be sent to the Commission.

Once received and processed by the Commission, you will receive a response indicating that your annual report has been received and is being processed. You will be notified if there are any problems with the annual report filing.

15. Name Changes:

If a name change is identified in the report, documents from the State of Wisconsin Department of Financial Institutions (DFI) also must be submitted to the Commission:

A domestic corporation should send a copy of the stamped page from its Articles of Amendment as filed with DFI. A foreign corporation should send a copy of their Amended Certificate of Authority as issued by DFI.

These documents can be obtained by:

1. Calling DFI at (608) 261-7577;
2. Contacting DFI on the web at www.wdfi.org; or
3. By writing to DFI at P.O. Box 7846, Madison, WI 53707-7846.

While the electronic annual report filing may detail the name change (i.e., date of the change and the affected entities with their respective four-digit Commission utility identification numbers), a name change is not effective in the Commission's records until a separate notification letter is sent to the Commission including documentation to confirm registration of that change with the State of Wisconsin Department of Financial Institutions.

16. Changes to the Annual Report Subsequent to Filing:

If making revisions to the report subsequent to filing with the Commission, resubmit the report via e-mail following the procedures set forth above in item number 14. New edit check, confidential listing, exported annual report, and export status files should be created as a result of the revisions.

SIGNATURE PAGE

I KENNETH MASON of
(Person responsible for accounts)

FRONTIER COMMUNICATIONS ST. CROIX, INC. , certify that I
(Utility Name)

am the person responsible for accounts; that I have examined the following report and, to the best of my knowledge, information and belief, it is a correct statement of the business and affairs of said utility for the period covered by the report in respect to each and every matter set forth therein.

KENNETH MASON 03/31/2003
(Person responsible for accounts) (Date)

DIRECTOR, FEDERAL REGULATORY AND COMPLIANCE
(Title)

TABLE OF CONTENTS

Schedule Name	Page
Cover Page	1
General Rules for Reporting	2
Signature Page	3
Table of Contents	4
Annual Telecommunications Report Glossary of Terms	5
Abbreviations Used in Annual Reports	6
Identification and Ownership	7
Officers and Directors	7
Income Statement - Total Company	8
Notes to Income Statement or Balance Sheet	9
Balance Sheet - Assets (Class B Use Accounts Designated By *)	10
Balance Sheet - Liabilities (Class B Use Accounts Designated By *)	11
Important Changes During the Year	13
Affiliate Abbreviations	14
Affiliated Interest Transactions	15
Affiliated Assets and Liabilities	16
Telecommunications Plant in Service Class A & B	22
Telecommunications Plant in Service Class A & B (Sub-Class Accounts)	24
Accumulated Depreciation Class A & B	26
Accumulated Depreciation Class A & B (Sub-Class Accounts)	28
Retained Earnings (Acct. 4550)	37
Revenues - Class A & B (Class B Use Accounts Designated By *)	40
Expenses - Class A & B	41
Calculation of Assessable Revenues for Remainder and Telephone Relay Assessment Purposes	43
Calculation of Assessable Revenues for Universal Service Fund Assessment Purposes	43
Other Income Accounts	44
Nonregulated Activities	45
Employee Data - End of Year	46
Telephone Calls and Minutes of Use Per Month	47
Access Usage	48
Outside Plant Statistics at End of Year	49
Special Access Circuits in Use at End of Year	49
Service Data	50
Service Data - End of Year	52
Equipment Abbreviations	54
Manufacturer Abbreviations	54
Central Office Data - End of Year	55
General, Schedule Level and Schedule Line Footnotes	56

ANNUAL TELECOMMUNICATIONS REPORT GLOSSARY OF TERMS

Access Line	Central office line equipment, or equivalent, and all outside plant facilities, or equivalent, required to connect the serving central office with the customer premises via physical connection, frequency transmission, and/or time slot transmission. From an engineering perspective, a channel connection is at a DS0 level. A DS0 level is a 4 KHz voice channel or a 64 kilobits per second digital channel.
Analog Signal	A signal that varies in a continuous manner such as voice or music. An analog signal must be contrasted with a digital signal which can assume only discrete values.
Cellular System	A high capacity land mobile radio system in which an assigned frequency spectrum is divided into discrete channels that are assigned to a cellular geographic serving area.
Central Office	A switching unit in a telephone system providing service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting lines and trunks.
Centrex	A service for customers with many stations that permits station-to-station dialing, one listed directory number for the customer, direct inward dialing to a particular station and station identification on outgoing calls. The switching functions are performed in a central office (stand alone, host or remote).
Channel	An electrical communications path between two or more points. A single pair of wires may provide more than one channel. A channel may also be provided by microwave.
Customer	A person who uses a telephone as a subscriber.
Digital Signal	A signal that has a limited number of discrete states. This may be contrasted with an analog signal that varies in a continuous manner and may have an infinite number of states.
Equal Access	The ability of the subscriber to use any long distance service by dialing the same number of digits.
Exchange	A defined area served by one or more central offices regardless of technical serving arrangements within which the company furnishes service at rates and rules prescribed for that area in the company's filed tariffs. The area is not necessarily marked by political boundaries or the location of host or remote switching units.
Extended Area Service (EAS)	The ability of a customer to call customers in other exchanges at no additional charge or at an additional charge per tariff.
Extended Community Calling (ECC)	The ability of a customer to call customers in other exchanges at rates usually above EAS rates but below toll rates for comparable distances. Rates generally include a duration element.
Feature Group A	Line-side originating and terminating LATA access for which an originating subscriber dials an assigned telephone number that connects to a specific interexchange carrier (IC). The IC returns a tone to signal the caller to input additional generated digits of the called number.

ANNUAL TELECOMMUNICATIONS REPORT GLOSSARY OF TERMS

Feature Group B	Trunk-side originating and terminating LATA access for which an originating subscriber dials a 950-WXXX number (where W=0, 1 and XXX is the carrier access code (CAC)), which is translated to a specific XXX carrier trunk group. Optional rotary dial service and ANI may be available.
Feature Group C	Trunk-side LATA access for AT&T-Communications generally on a direct basis between each end office (EO) and an AT&T-C switching system.
Feature Group D	Also referred to as equal access. It is trunk-side LATA access affording call supervision of an interexchange carrier, a uniform access code (10XXXXX), optional calling party identification, recording of access-charge billing details and presubscription to a customer specified interexchange carrier.
FX-IN	A nonswitched service where the customer of the company is connected to and receives switching service through central office equipment located in another exchange area.
FX-OUT	A switched service where facilities are provided from the central office out to the exchange boundary where it meets the line from a foreign exchange subscriber.
Host Switching System	A switching system that provides centralized control over most of the switching functions of one or more remote switching units. The host switching system usually provides trunk access to the operating company intraLATA networks.
Local Access Transport Area (LATA)	A geographic area within which an operating company may offer its telecommunications services.
Mobile Telephone	A service which provides radio telephone communication from a mobile vehicle to another vehicle or to a regular telephone.
Paging	A service which provides one-way signal or voice communication over a radio channel to a miniature receiver carried by the customer.
Pair	Two wires of a single circuit.
Pay Station	A telephone which normally requires all users to deposit one or more coins or use a credit card to complete a call.
Private Line Service	Channel or circuit rented for private use and not intended to be connected to the general distribution system.
Private Branch Exchange (PBX)	A manually, or operator controlled switching system, usually on the customer's premises, which serves that customer's telephones over a common group of lines from the central office.
Radio Common Carrier (RCC)	A company which furnishes public telecommunications service using one or more radio channels.
Remote Switching Unit (RSU)	An electronic switching system that is remote from its host or control office. All of the central control equipment for the RSU is located in the host switching system.

ANNUAL TELECOMMUNICATIONS REPORT GLOSSARY OF TERMS

Route Miles	<p>Total number of route miles (to the nearest mile) of operating plant facilities including drop wire in the exchange. One route mile may consist of:</p> <ol style="list-style-type: none">1. One mile of roadway with any combination of outside plant facilities on any number of rights-of-way.2. One mile of a cross country route with any combination of outside plant facilities.3. One mile of point-to-point microwave or radio link.4. One mile of plant on either side of a limited access highway or natural barrier, such as a navigable waterway.5. One mile of joint use line where the utility either owns the facility or leases space.
Stand Alone Switch	<p>A central office switch which has no remote switching units (RSUs) subtending it.</p>
Trunk	<p>A communications path connecting two switching systems in the establishment of an end-to-end connection.</p>
Wide Area Telephone Service (WATS)	<p>Customer leased access line or lines connected to the nationwide network over which an unlimited number of calls can be made for a fixed monthly charge.</p>
Wire Center	<p>The location of one or more local switching systems. A point at which customers' loops converge.</p>

ABBREVIATIONS USED IN ANNUAL REPORTS

Acct	Account
Accum	Accumulated
Acq	Acquisition
Admin	Administrative
Alloc	Allocation
Amort	Amortization
 CO		 Central Office
 Depr		 Depreciation
 Equip		 Equipment
Exp	Expenses
EOY	End of Year
 FOY		 First of Year
 Info		 Information
ITC	Investment Tax Credit
 Misc		 Miscellaneous
 Nonoper		 Nonoperating
Nonreg	Nonregulated
 Oper		 Operating
Opns	Operations
Orig	Originating
 Prop		 Property
 Receiv		 Receivable
Reg	Regulated
Rev	Revenues
 Svcs		 Services
 Telecom		 Telecommunications
Term	Terminating
TPIS	Telecommunications Plant in Service
TPUC	Telecommunications Plant Under Construction
 Uncoll		 Uncollectible

IDENTIFICATION AND OWNERSHIP

Exact Utility Name: FRONTIER COMMUNICATIONS ST. CROIX, INC.
Utility Location: 154 E 2ND ST
P.O. BOX 318
NEW RICHMOND, WI 54017-0318

Utility Web Site Address:

When was utility organized?: 02/10/1910

Report any change in name and the effective date:

Telephone numbers for potential customers to contact company:

Business Customers: Ext:

Residential Customers: Ext:

Officer in charge of correspondence concerning this report

Name: MR ROBERT BRADEN
Title: EXECUTIVE VICE PRESIDENT OF THE ILEC DIVISION

Office Address: 180 SOUTH CLINTON AVENUE
ROCHESTER, NY 14646-0700

Fax Number: (585) 325 - 3894
Telephone Number: (716) 777 - 4982
Email Address: Bob_Braden@Frontiercorp.com

Individual or firm, if other than utility employee, preparing this report

Name:
Title:

Office Address:

Fax Number:
Telephone Number:
Email Address:

Person responsible for financial information contained in report

Name: MR JEREMY HOTCHKISS
Title: MGR. REGULATORY COMPLIANCE

Office Address: 180 SOUTH CLINTON AVENUE
ROCHESTER, NY 14646

Fax Number: (585) 325 - 1355
Telephone Number: (585) 777 - 8724
Email Address: Jeremy_Hotchkiss@frontiercorp.com

IDENTIFICATION AND OWNERSHIP

Person responsible for statistical information contained in report

Name: MRS PATRICIA CASURELLA
Title: REGULATORY ANALYST - WISCONSIN

Office Address: 14450 BURNHAVEN DRIVE
BURNSVILLE, MN 55306

Fax Number: (952) 435 - 2111
Telephone Number: (952) 435 - 1388
Email Address: Patricia_Casurella@frontiercorp.com

List names, addresses, and number of shares held by persons owning 5 percent or more of outstanding voting securities. If any stock is held by a nominee, give known particulars as to the beneficial owner (See Wis. Stat. § 196.795(1)(c), for definition of beneficial owner).

Name: FRONTIER SUBSIDIARY TELCO INC.
Address: 180 SOUTH CLINTON AVENUE
ROCHESTER, NY 14646

Number of Shares Held: 119,520
Beneficial Owner: NONE

List companies owned, controlled, or operated and form and extent of such ownership, control or operation.

Company Name: NONE
Form of Interest: NA
Extent Of Interest: NA

OFFICERS AND DIRECTORS

Name, Title/Occupation and Business Address	
Name: DAVID FREZZA Title/Occupation: VICE PRESIDENT, ENGINEERING Business Address (1): 180 S. CLINTON AVE. Business Address (2): Business Address (3): City State, Zip: ROCHESTER, NY 14646	1
Name: DONALD ARMOUR Title/Occupation: VICE PRESIDENT & TREASURER Business Address (1): 3 HIGH RIDGE PARK Business Address (2): Business Address (3): City State, Zip: STAMFORD, CT 06905	2
Name: EDWARD KIPPERMAN Title/Occupation: VICE PRESIDENT, TAX Business Address (1): 3 HIGH RIDGE PARK Business Address (2): Business Address (3): City State, Zip: STAMFORD, CT 06905	3
Name: GREGG SAYRE Title/Occupation: ASSISTANT SECRETARY Business Address (1): 180 S. CLINTON AVE. Business Address (2): Business Address (3): City State, Zip: ROCHESTER, NY 14646	4
Name: JERRY ELLIOTT Title/Occupation: VICE PRESIDENT & CFO Business Address (1): 3 HIGH RIDGE PARK Business Address (2): Business Address (3): City State, Zip: STAMFORD, CT 06905	5
Name: JOHN H. CASEY, III Title/Occupation: CHIEF OPERATING OFFICER Business Address (1): 3 HIGH RIDGE PARK Business Address (2): Business Address (3): City State, Zip: STAMFORD, CT 06905	6

OFFICERS AND DIRECTORS

Name, Title/Occupation and Business Address	
Name: L. RUSSELL MITTEN Title/Occupation: GENERAL COUNSEL & SECRETARY Business Address (1): 3 HIGH RIDGE PARK Business Address (2): Business Address (3): City State, Zip: STAMFORD, CT 06905	7
Name: MICHAEL A. ZARRELLA Title/Occupation: VICE PRESIDENT Business Address (1): 3 HIGH RIDGE PARK Business Address (2): Business Address (3): City State, Zip: STAMFORD, CT 06905	8
Name: RANDALL LIS Title/Occupation: VP, ADMINISTRATION Business Address (1): 180 S CLINTON AVENUE Business Address (2): Business Address (3): City State, Zip: ROCHESTER, NY 14646	9
Name: ROBERT BRADEN Title/Occupation: EXECUTIVE VICE PRESIDENT, ILEC OPERATION Business Address (1): 180 S. CLINTON AVE. Business Address (2): Business Address (3): City State, Zip: ROCHESTER, NY 14646	10
Name: ROBERT LARSON Title/Occupation: VP & CHIEF ACCOUNTING OFFICER Business Address (1): 3 HIGH RIDGE PARK Business Address (2): Business Address (3): City State, Zip: STAMFORD, CT 06905	11
Name: SCOTT N. SCHNEIDER Title/Occupation: PRESIDENT AND CHAIRMAN Business Address (1): 3 HIGH RIDGE PARK Business Address (2): Business Address (3): City State, Zip: STAMFORD, CT 06905	12

OFFICERS AND DIRECTORS

Name, Title/Occupation and Business Address

Name: VIRGINIA COOGLE

Title/Occupation: ASSISTANT SECRETARY

Business Address (1): 3 HIGH RIDGE PARK

Business Address (2):

Business Address (3):

City State, Zip: STAMFORD, CT 06905

13

INCOME STATEMENT - TOTAL COMPANY

Particulars (a)	This Year (b)	Last Year (c)	
Operating Revenues (5000-5300)	7,462,983	6,587,525	1
Operating Expenses			
Plant Specific Operations Expense (6110-6410)	879,358	568,319	2
Plant Nonspecific Operations Expense	3,300,381	1,505,804	3
Customer Operations Expense (6610-6620)	686,306	769,871	4
Corporate Operations Expense (6710-6790)	737,757	588,079	5
Other Operating Income and Expense (7100)	0	0	6
Operating Taxes (7200)	846,291	1,471,647	7
Total Operating Expenses	6,450,093	4,903,720	8
Net Operating Income	1,012,890	1,683,805	9
Other Income			
Nonoperating Income and Expense (7300)	2,160	279,802	10
Nonoperating Taxes (7400)	0	0	11
Interest and Related Items (7500)	199,306	117,722	12
Extraordinary Items (7600)	0	0	13
Nonregulated Net Income (7990)	319,865	268,515	14
Total Nonoperating Income	122,719	430,595	15
Net Income	1,135,609	2,114,400	16

NOTES TO INCOME STATEMENT OR BALANCE SHEET

In the space provided below, disclose all material information not included elsewhere in this report that is necessary to make the financial statements clear and understandable. Included should be:

-
1. A summary of significant accounting policies. (The summaries should disclose, but not be limited to, the utility's accounting policies with regard to pension cost, unbilled revenues, depreciation, and income taxes.)

N/A

-
2. A summary of significant contingent assets and liabilities existing at year end, including a brief explanation of any action initiated by the Internal Revenue Service, Wisconsin Department of Revenue, or the utility involving a possible assessment or refund of taxes.

N/A

-
3. A summary of significant contingent assets and liabilities existing at year end, including a brief explanation of any action initiated by the Internal Revenue Service, Wisconsin Department of Revenue, or the utility involving a possible assessment or refund of taxes.

N/A

BALANCE SHEET - ASSETS (CLASS B USE ACCOUNTS DESIGNATED BY *)

Particulars (a)	Balance--EOY (b)	Balance--FOY (c)	
CURRENT ASSETS			
CASH AND EQUIVALENTS			
Cash and Equivalents (1120)*			1
Cash (1130)	227,653	194,211	2
Special Cash Deposits (1140)	0	0	3
Working Cash Advances (1150)	800	800	4
Temporary Investments (1160)	0	3,533,825	5
TOTAL CASH AND EQUIVALENTS	228,453	3,728,836	
RECEIVABLES AND ALLOWANCES FOR DOUBTFUL ACCOUNTS			
Telecommunications Accounts Receivable (1180)*	168,459	184,407	6
Accounts Receivable Allowance-Telecom (1181)*	28,319	10,415	7
Net: Telecommunications Accounts Receivable	140,140	173,992	
Other Accounts Receivable (1190)*	(16,337,936)	(184,093)	8
Accounts Receivable Allowance--Other (1191)*	74,031	16,657	9
Net: Other Accounts Receivable	(16,411,967)	(200,750)	
Notes Receivable (1200)*	0	0	10
Notes Receivable Allowance (1201)*	0	0	11
Net: Notes Receivable	0	0	
Interest and Dividends Receivable (1210)*	0	0	12
TOTAL REC AND ALLOW FOR DOUBTFUL ACCOUNTS	(16,271,827)	(26,758)	
SUPPLIES			
Inventories (1220)*	17,317	0	13
TOTAL SUPPLIES	17,317	0	
PREPAYMENTS			
Total Prepayments (1280)*			14
Prepaid Rents (1290)	0	0	15
Prepaid Taxes (1300)	0	0	16
Prepaid Insurance (1310)	0	0	17
Prepaid Directory Expenses (1320)	0	0	18
Other Prepayments (1330)	8,189	31,850	19
TOTAL PREPAYMENTS	8,189	31,850	
OTHER CURRENT ASSETS			
Other Current Assets (1350)*	0	0	20
TOTAL OTHER CURRENT ASSETS	0	0	
TOTAL CURRENT ASSETS	(16,017,868)	3,733,928	
NONCURRENT ASSETS			
INVESTMENTS			
Investment in Affiliated Companies (1401)*	(4,860,302)	1,317,327	21
RTB Class B Stock (1402)*	0	153,162	22
Other Investments in Nonaffiliated Companies (1402)*	82,150	82,150	23
Nonregulated Investments (1406)*	26,104	27,174	24
Unamortized Debt Issuance Expense (1407)*	0	0	25
Sinking Funds (1408)*	0	0	26

BALANCE SHEET - ASSETS (CLASS B USE ACCOUNTS DESIGNATED BY *)

Particulars (a)	Balance--EOY (b)	Balance--FOY (c)	
NONCURRENT ASSETS			
INVESTMENTS			
Other Noncurrent Assets (1410)*	(725,459)	328,491	27
TOTAL INVESTMENTS	(5,477,507)	1,908,304	
DEFERRED CHARGES			
Deferred Tax Regulatory Asset (1437)*	0	0	28
Deferred Maintenance and Retirements (1438)*	0	0	29
Deferred Charges (1439)*	16,294	28,401	30
TOTAL DEFERRED CHARGES	16,294	28,401	
TOTAL NONCURRENT ASSETS	(5,461,213)	1,936,705	
PLANT			
TELECOMMUNICATIONS PLANT IN SERVICE			
Telecommunications Plant in Service (2001)*	30,093,409	18,175,401	31
Less: Accumulated Depreciation (3100)*	12,666,093	11,421,556	32
Less: Accumulated Amortization--Capitalized Leases (3410)*			33
Less: Accumulated Amortization--Leasehold Improvements (3420)*			34
Less: Accumulated Amortization--Intangible (3500)*			35
NET TELECOMMUNICATIONS PLANT IN SERVICE	17,427,316	6,753,845	
PROPERTY HELD FOR FUTURE USE			
Prop. Held for Future Telecommun. Use (2002)*			36
Less: Accumulated Depreciation--Held for Future Telecommunications Use (3200)*			37
NET PROPERTY HELD FOR FUTURE USE	0	0	
NONOPERATING PLANT			
Nonoperating Plant (2006)*	173,365	95,198	38
Less: Accumulated Depreciation--Nonoperating (3300)*	85,102	0	39
NET NONOPERATING PLANT	88,263	95,198	
TPUC			
TPUC (2003)*	637,833	1,052,507	40
TOTAL TPUC	637,833	1,052,507	
TELECOMMUNICATIONS PLANT ADJUSTMENT			
Telecommunications Plant Adjustment (2005)*	17,285,354	0	41
Less: Accumulated Amortization--Other (3600)*	1,689,970	0	42
NET TELECOMMUNICATIONS PLANT ADJUSTMENT	15,595,384	0	
TOTAL PLANT	33,748,796	7,901,550	
TOTAL ASSETS AND OTHER DEBITS	12,269,715	13,572,183	

BALANCE SHEET - LIABILITIES (CLASS B USE ACCOUNTS DESIGNATED BY *)

Particulars (a)	Balance--EOY (b)	Balance--FOY (c)	
CURRENT LIABILITIES			
Accounts Payable (4010)*	84,259	79,936	1
Notes Payable (4020)*	0	0	2
Advance Billing and Payments (4030)*	78,809	53,808	3
Customer Deposits (4040)*	0	0	4
Current Maturities--Long-Term Debt (4050)*	0	179,467	5
Current Maturities--Capital Leases (4060)*	0	0	6
Income Taxes--Accrued (4070)*	0	545,433	7
Other Taxes--Accrued (4080)*	2,530	41,190	8
Net Current Deferred Operating Income Taxes (4100)*	(18,532)	0	9
Net Current Deferred Nonoperating Income Taxes (4110)*	0	0	10
Other Accrued Liabilities (4120)*	0	26,464	11
Other Current Liabilities (4130)*	0	0	12
TOTAL CURRENT LIABILITIES	147,066	926,298	
LONG-TERM DEBT			
Funded Debt (4210)*	5,035,000	1,394,599	13
Premium on Long-Term Debt (4220)*	0	0	14
Discount on Long-Term Debt (4230)*	0	0	15
Reacquired Debt (4240)*	0	0	16
Obligations Under Capital Leases (4250)*	0	0	17
Advances from Affiliated Companies (4260)*	0	0	18
Other Long-Term Debt (4270)*	0	0	19
TOTAL LONG-TERM DEBT	5,035,000	1,394,599	
OTHER LIABILITIES AND DEFERRED CREDITS			
Other Long-Term Liabilities (4310)*	91,000	106,300	20
Unamortized Operating ITC--Net (4320)*	0	0	21
Unamortized Nonoperating ITC--Net (4330)*	0	0	22
Net Noncurrent Deferred Operating Income Taxes (4340)*	2,345,676	162,185	23
Net Deferred Tax Liability Adjustments (4341)*	0		24
Net Noncurrent Deferred Nonoperating Income Taxes (4350)*	19,406		25
Other Deferred Credits (4360)*	237,962	103,537	26
Deferred Tax Regulatory Liability (4361)*	26,883	26,883	27
TOTAL OTHER LIABILITIES AND DEFERRED CREDITS	2,720,927	398,905	
STOCKHOLDERS' EQUITY			
Capital Stock (4510)*	1,195,200	1,195,200	28
Additional Paid-in Capital (4520)*	9,704,156	9,704,156	29
Treasury Stock (4530)*	0	0	30
Other Capital (4540)*	13,593	(98,176)	31
Retained Earnings (4550)*	(6,546,227)	51,201	32
TOTAL STOCKHOLDERS' EQUITY	4,366,722	10,852,381	
TOTAL LIABILITIES AND OTHER CREDITS	12,269,715	13,572,183	

IMPORTANT CHANGES DURING THE YEAR

-
1. Estimated increase or decrease in annual revenues due to important rate changes, giving bases of estimates.
-
2. Additional matters of fact (not elsewhere provided for) which respondent may desire to include in its report.

AFFILIATE ABBREVIATIONS

In column (b) provide the abbreviation for the name of the affiliate shown in column (a). Limit abbreviations to 10 characters or less. Use these abbreviations when completing the affiliated interest schedules. Insert "Other" in the Abbreviations column if the activity to be reported for a particular record in the Affiliated Interest Transactions or Affiliated Assets and Liabilities schedule represents an aggregation of activity not exceeding the dollar or percentage limits set forth in the header of that schedule.

Name of Affiliate (a)	Abbreviations (b)	
Frontier Cable of Wisconsin	CABLE	1
Citizens Communications Company	CZN	2
Frontier Communications of America.	FCA	3
Frontier Communications of Minnesota	FCMN	4
Frontier Communications of New York	FCNY	5
Frontier Communications of Wisconsin	FCWI	6
Frontier Subsidiary Telco	FSTI	7
Frontier Telephone of Rochester	FTR	8
Other	OTH	9

AFFILIATED INTEREST TRANSACTIONS

Provide a summary of transactions under established affiliated interest contracts and arrangements (see Wis. Stat. § 196.52, for "affiliated interest" definitions). Use the space below to report transactions with individual affiliates and multiple affiliated interest agreements or, at the utility's option, with individual affiliates and a single agreement. Activity associated with affiliated contracts or arrangements not in excess of \$25,000 or 5 percent of the equity of the utility, whichever is smaller, may be aggregated in a single record. For utilities whose intrastate gross operating revenues of the previous year exceeded \$100,000,000, individual contracts or arrangements not exceeding \$100,000 may be aggregated in a single record. Where an affiliate is both providing and receiving service use one record to show billings to and a second record for billings from. When billings to or from an affiliate are recorded on the books of the utility, the records underlying such billings shall be sufficient to show all the detail maintained to identify the associated accounts related to the billing.

Particulars	(a)	(b)	(c)	(d)	(e)
Docket		5210ATF108			
Name of Affiliate		CZN			1
Designate whether billed to or from:		FROM			2
Cost Based (C), Market Price (M), Prevailing Price (P), Tariff (T), Other (O)		C			3
Total Dollar Activity		---CONF---			4
Percent of affiliate's business billed to all affiliated regulated utilities		---CONF---			5
If cost based, rate of return on equity or markup incorporated in billings		---CONF---			6
Footnotes					

TELECOMMUNICATIONS PLANT IN SERVICE CLASS A & B

Plant Account (a)	Account (b)	Balance FOY (c)	Additions (d)	
GENERAL SUPPORT ASSETS				
Land	2111	15,570		1
Motor Vehicles	2112		23,511	2 3
Aircraft	2113	0		3
Special Purpose Vehicles	2114	0		4
Garage Work Equipment	2115	0		5
Other Work Equipment	2116	167,064		6
Buildings	2121			7 3
Furniture	2122	50,236		8
Office Equipment	2123	83,503	0	9
General Purpose Computers	2124		2,069	10 3
TOTAL--GENERAL SUPPORT ASSETS:		316,373	25,580	
CENTRAL OFFICE ASSETS				
Analog Electronic Switching	2211	0		11
Digital Electronic Switching	2212	7,469,410	456,749	12
Electro-Mechanical Switching	2215	0	0	13
Operator Systems	2220	0		14
Radio Systems	2231	0	0	15
Circuit Equipment	2232	1,403,707	450,780	16
TOTAL--CENTRAL OFFICE ASSETS:		8,873,117	907,529	
INFORMATION ORIGATION/TERMINATION ASSETS				
Station Apparatus	2311	0		17
Customer Premises Wiring	2321	0		18
Large Private Branch Exchanges	2341	0		19
Public Telephone Terminal Equipment	2351	0		20
Other Terminal Equipment	2362	0		21
TOTAL--INFORMATION ORIG/TERM ASSETS:		0	0	
CABLE WIRE FACILITIES ASSETS				
Poles	2411	0		22
Aerial Cable	2421	7,014	0	23
Underground Cable	2422	396,716	0	24
Buried Cable	2423	7,024,767	519,741	25
Submarine Cable	2424	0	0	26
Deep Sea Cable	2425	0		27
Intrabuilding Network Cable	2426	0	0	28
Aerial Wire	2431	0		29
Conduit Systems	2441	358,344		30
TOTAL--CABLE WIRE FACILITIES ASSETS:		7,786,841	519,741	
AMORTIZABLE ASSETS				
Capital Leases	2681	0		31

TELECOMMUNICATIONS PLANT IN SERVICE CLASS A & B (cont.)

Account (e)	Retirements (f)	Transfers / Adjustments (g)	Balance EOY (h)	
2111			15,570	1
2112		272,388	295,899	2 3
2113			0	3
2114			0	4
2115			0	5
2116			167,064	6
2121		857,271	857,271	7 3
2122			50,236	8
2123	0	0	83,503	9
2124		69,411	71,480	10 3
	0	1,199,070	1,541,023	
2211			0	11
2212	55,436	0	7,870,723	12
2215	0	0	0	13
2220			0	14
2231	0	0	0	15
2232	0	0	1,854,487	16
	55,436	0	9,725,210	
2311			0	17
2321			0	18
2341			0	19
2351			0	20
2362			0	21
	0	0	0	
2411			0	22
2421	0	0	7,014	23
2422	0	0	396,716	24
2423	41,774	0	7,502,734	25
2424	0	0	0	26
2425			0	27
2426	0	0	0	28
2431			0	29
2441			358,344	30
	41,774	0	8,264,808	
2681			0	31

TELECOMMUNICATIONS PLANT IN SERVICE CLASS A & B

Plant Account (a)	Account (b)	Balance FOY (c)	Additions (d)	
AMORTIZABLE ASSETS				
Leasehold Improvements	2682	0		32
Intangibles	2690	0	10,562,368	33
TOTAL--AMORTIZABLE ASSETS:		0	10,562,368	
TOTAL TELECOM. PLANT IN SERVICE	2001	16,976,331	12,015,218	
Less: Allocation to Nonregulated Activity - EOY	2001			34
NET REG. TOTAL TELE. PLANT IN SERV. - EOY	2001			

Explain all amounts shown in column (g).

TELECOMMUNICATIONS PLANT IN SERVICE CLASS A & B (cont.)

Account (e)	Retirements (f)	Transfers / Adjustments (g)	Balance EOY (h)	
2682			0	32
2690			10,562,368	33
	0	0	10,562,368	
	97,210	1,199,070	30,093,409	
2001			0	34
			30,093,409	

TELECOMMUNICATIONS PLANT IN SERVICE CLASS A & B (SUB-CLASS ACCOUNTS)

Report telecommunications plant data for each subaccount where primary plant accounts have subclassifications. Amounts pertaining to subaccount 2212.4, Test Equipment, should be reported in account 2212.2, Digital Switching - Central Office; amounts for subaccounts 2231.3, Microwave, 2231.4, Cellular, 2231.5, Mobile Radio, and 2231.6, Paging, should be included in 2231.2, Other Radio Facilities; amounts pertaining to subaccounts 2232.4, Digital Data Services, 2232.5, Digital Circuit - Subscriber, 2232.6, Digital Circuit - Trunk - Toll, and 2232.7, Concentrators, should be reported in 2232.1, Digital Circuit Equipment. Any other separate accounting for telephone plant at an individual telephone company should be consolidated and reported in the primary accounts as defined in the uniform system of accounts.

Plant Subaccount (a)	Subaccount (b)	Balance FOY (c)	Additions (d)	
Office Support Equipment	2123.1	27,113		1 2
Company Communications Equipment	2123.2	56,390		2 2
Software	2212.1	1,777,145	13,847	3
Digital Switching - Central Office	2212.2	5,692,265	442,902	4
Digital Switching - Remote	2212.3	0		5
Step by Step Switching	2215.1	0		6
Crossbar Switching	2215.2	0		7
Satellite and Earth Station Facilities	2231.1	0		8
Other Radio Facilities	2231.2	0		9
Digital Circuit Equipment	2232.1	1,403,707	381,063	10 2
Analog Circuit Equipment	2232.2	0		11
Light Wave Circuit Equipment	2232.3	0	69,717	12 2
Aerial Cable - Nonmetallic	2421.1	0		13
Aerial Cable - Metallic	2421.2	7,014		14
Underground Cable - Nonmetallic	2422.1	317,634		15 2
Underground Cable - Metallic	2422.2	79,082		16 2
Buried Cable - Nonmetallic	2423.1	0	15,765	17 2
Buried Cable - Metallic	2423.2	7,024,767	503,976	18 2
Submarine Cable - Nonmetallic	2424.1	0		19
Submarine Cable - Metallic	2424.2	0		20
Intrabuilding Cable - Nonmetallic	2426.1	0		21
Intrabuilding Cable - Metallic	2426.2	0		22

Explain all amounts shown in column (g).

TELECOMMUNICATIONS PLANT IN SERVICE CLASS A & B (SUB-CLASS ACCOUNTS)
(cont.)

Subaccount (e)	Retirements (f)	Transfers / Adjustments (g)	Balance EOY (h)	
2123.1		25,662	52,775	1 2
2123.2		(25,662)	30,728	2 2
2212.1			1,790,992	3
2212.2	55,436		6,079,731	4
2212.3			0	5
2215.1			0	6
2215.2			0	7
2231.1			0	8
2231.2			0	9
2232.1		(301,112)	1,483,658	10 2
2232.2			0	11
2232.3		301,112	370,829	12 2
2421.1			0	13
2421.2			7,014	14
2422.1		(317,634)	0	15 2
2422.2		317,634	396,716	16 2
2423.1		151,589	167,354	17 2
2423.2	41,774	(151,589)	7,335,380	18 2
2424.1			0	19
2424.2			0	20
2426.1			0	21
2426.2			0	22

ACCUMULATED DEPRECIATION CLASS A & B

Primary Plant Account (a)	Acct (b)	Balance FOY (c)	Depr Rate (d)	Annual Accrual (e)	Additional Accrual (f)	
GENERAL SUPPORT ASSETS						
Motor Vehicles	2112	154,377	18.0	46,066		1
Aircraft	2113	0				2
Special Purpose Vehicles	2114	0				3
Garage Work Equipment	2115	0				4
Other Work Equipment	2116	167,064	6.4			52
Buildings	2121	372,601	2.5	21,432		62
Furniture	2122	48,948	6.4	155		7
Office Equipment	2123	79,772	14.3	3,422		8
General Purpose Computers	2124	36,256	12.5	8,827		9
Total-- GENERAL SUPPORT ASSETS		859,018		79,902		0
CENTRAL OFFICE ASSETS						
Analog Electronic Switching	2211	0				10
Digital Electronic Switching	2212	4,899,262	25.0	822,236		11
Electro-Mechanical Switching	2215	0				12
Operator Systems	2220	0				13
Radio Systems	2231	0				14
Circuit Equipment	2232	1,132,972	16.7	130,170		15
Total-- CENTRAL OFFICE ASSETS		6,032,234		952,406		0
INFORMATION ORIG/TERM ASSETS						
Station Apparatus	2311	0				16
Customer Premises Wiring	2321	0				17
Large Private Branch Exchanges	2341	0				18
Public Telephone Terminal Equipment	2351	0				19
Other Terminal Equipment	2362	0				20
Total-- INFORMATION ORIG/TERM ASSETS		0		0		0
CABLE WIRE FACILITIES ASSETS						
Poles	2411	0				21
Aerial Cable	2421	1,364	6.0	309		22
Underground Cable	2422	241,670	3.8	15,075		23
Buried Cable	2423	4,091,507	4.0	287,732		24
Submarine Cable	2424	0				25
Deep Sea Cable	2425	0				26
Intrabuilding Network Cable	2426	0				27
Aerial Wire	2431	0				28

ACCUMULATED DEPRECIATION CLASS A & B

Primary Plant Account (a)	Acct (b)	Balance FOY (c)	Depr Rate (d)	Annual Accrual (e)	Additional Accrual (f)
CABLE WIRE FACILITIES ASSETS					
Conduit Systems	2441	195,763	2.5	8,959	29
Total-- CABLE WIRE FACILITIES ASSETS		4,530,304		312,075	0
Total Accumulated Depreciation	3100	11,421,556		1,344,383	0
Less: Allocation to Nonregulated Activity - Columns e, f and I	3100				30
Net Regulated Total Accum Depreciation - 3100					
Columns e, f and I					

ACCUMULATED DEPRECIATION CLASS A & B (cont.)

Acct (g)	Retired (h)	Cost of Removal (i)	Salvage (j)	Other (k)	Balance EOY (l)	
2112			(1,694)		198,749	1
2113					0	2
2114					0	3
2115					0	4
2116				42	167,106	5 2
2121				(42)	393,991	6 2
2122					49,103	7
2123	0			0	83,194	8
2124					45,083	9
	0	0	(1,694)	0	937,226	
2211					0	10
2212	55,436			0	5,666,062	11
2215	0				0	12
2220					0	13
2231	0				0	14
2232	0				1,263,142	15
	55,436	0	0	0	6,929,204	
2311					0	16
2321					0	17
2341					0	18
2351					0	19
2362					0	20
	0	0	0	0	0	
2411					0	21
2421	0				1,673	22
2422	0			0	256,745	23
2423	41,774	942		0	4,336,523	24
2424	0				0	25
2425					0	26
2426	0				0	27
2431					0	28

ACCUMULATED DEPRECIATION CLASS A & B (cont.)

Acct (g)	Retired (h)	Cost of Removal (i)	Salvage (j)	Other (k)	Balance EOY (l)	
2441					204,722	29
	41,774	942	0	0	4,799,663	
3100	97,210	942	(1,694)	0	12,666,093	
3100						30
3100						

ACCUMULATED DEPRECIATION CLASS A & B (SUB-CLASS ACCOUNTS)

Where subclassifications of primary plant accounts are used, report below the accumulated depreciation details for each subaccount. Amounts pertaining to subaccount 2212.4, Test Equipment, should be reported in account 2212.2, Digital Switching - Central Office; amounts for subaccounts 2231.3, Microwave, 2231.4, Cellular, 2231.5, Mobile Radio, and 2231.6, Paging, should be included in 2231.2, Other Radio Facilities; amounts pertaining to subaccounts 2232.4, Digital Data Services, 2232.5, Digital Circuit - Subscriber, 2232.6, Digital Circuit - Trunk - Toll, and 2232.7, Concentrators, should be reported in 2232.1, Digital Circuit Equipment. Any other separate accounting for telephone accumulated depreciation at an individual telephone company should be consolidated and reported in the primary accounts as defined in the uniform system of accounts.

Plant Subaccount (a)	Subacct (b)	Balance FOY (c)	Depr Rate (d)	Annual Accrual (e)	Additional Accrual (f)
Office Support Equipment	2123.1	25,547	14.3	3,422	12
Company Communications Equipment	2123.2	54,225	14.3		22
Software	2212.1	1,564,691	25.0	444,863	32
Digital Switching - Central Office	2212.2	3,334,571	25.0	377,373	42
Digital Switching - Remote	2212.3	0			5
Step by Step Switching	2215.1	0			6
Crossbar Switching	2215.2	0			7
Satellite and Earth Station Facilities	2231.1	0			8
Other Radio Facilities	2231.2	0			9
Digital Circuit Equipment	2232.1	1,132,972	16.7	126,032	10
Analog Circuit Equipment	2232.2	0			11
Light Wave Circuit Equipment	2232.3	0	16.7	4,138	12
Aerial Cable - Nonmetallic	2421.1	0			13
Aerial Cable - Metallic	2421.2	1,364	6.0	309	14
Underground Cable - Nonmetallic	2422.1	241,670	3.8		152
Underground Cable - Metallic	2422.2	0	3.8	15,075	162
Buried Cable - Nonmetallic	2423.1	0	4.0	6,409	172
Buried Cable - Metallic	2423.2	4,091,507	4.0	281,323	182
Submarine Cable - Nonmetallic	2424.1	0			19
Submarine Cable - Metallic	2424.2	0			20
Intrabuilding Cable - Nonmetallic	2426.1	0			21
Intrabuilding Cable - Metallic	2426.2	0			22

ACCUMULATED DEPRECIATION CLASS A & B (SUB-CLASS ACCOUNTS) (cont.)

Subacct (g)	Retired (h)	Cost of Removal (i)	Salvage (j)	Other (k)	Balance EOY (l)	
2123.1				23,499	52,468	1 2
2123.2				(23,499)	30,726	2 2
2212.1				40,238	2,049,792	3 2
2212.2	55,436			(40,238)	3,616,270	4 2
2212.3					0	5
2215.1					0	6
2215.2					0	7
2231.1					0	8
2231.2					0	9
2232.1					1,259,004	10
2232.2					0	11
2232.3					4,138	12
2421.1					0	13
2421.2					1,673	14
2422.1				(241,670)	0	15 2
2422.2				241,670	256,745	16 2
2423.1				3,861	10,270	17 2
2423.2	41,774	942		(3,861)	4,326,253	18 2
2424.1					0	19
2424.2					0	20
2426.1					0	21
2426.2					0	22

RETAINED EARNINGS (ACCT. 4550)

Particulars (a)	This Year (b)	Last Year (c)	
Balance-First of Year	51,201	(2,061,161)	1
Changes:			
Balance Transferred from Income	1,135,609	2,114,400	2
Dividends Declared:			
Common	7,733,037	0	3
Preferred	0	0	4
Total Dividends Declared	7,733,037	0	
Miscellaneous Debits to Retained Earnings		2,038	5
Miscellaneous Credits to Retained Earnings		0	6
Balance--End of Year	<u>(6,546,227)</u>	<u>51,201</u>	

REVENUES - CLASS A & B (CLASS B USE ACCOUNTS DESIGNATED BY *)

Particulars (a)	This Year (b)	Last Year (c)	
LOCAL NETWORK SERVICES REVENUES			
Basic Local Service Revenue (5000)*			1
Basic Area Revenue (5001)	1,732,113	1,725,365	2
Optional Extended Area Revenue (5002)	298,684	311,049	3
Cellular Mobile Revenue (5003)	0	0	4
Other Mobile Services Revenue (5004)	0	0	5
Public Telephone Revenue (5010)	0	0	6
Local Private Line Revenue (5040)	3,311	2,207	7
Customer Premises Revenue (5050)	0	0	8
Other Local Exchange Revenue (5060)	475,569	438,198	9
Other Local Exchange Revenue Settlements (5069)	0	0	10
TOTAL BASIC LOCAL SERVICE REVENUE (5000)	2,509,677	2,476,819	
NETWORK INTERSTATE ACCESS SERVICES REV.			
End User Revenue (5081)*	857,184	538,161	11 6
Switched Access Revenue (5082)*	2,077,039	1,868,706	12
Special Access Revenue (5083)*	583,334	320,348	13 7
TOTAL INTERSTATE ACCESS REVENUES (5080)	3,517,557	2,727,215	
NETWORK INTRASTATE ACCESS SERVICES REV.			
End User Revenue (5084.1)*		0	14
Switched Access Revenue (5084.2)*	626,959	603,930	15
Special Access Revenue (5084.3)*	120,630	110,073	16
TOTAL INTRASTATE ACCESS REVENUES (5084)	747,589	714,003	
LONG DISTANCE NETWORK SERVICES MESSAGE REV.			
Long Distance Message Revenue (5100)*	0	0	17
Long Distance Inward-Only Revenue (5111)	0	0	18
Long Distance Outward-Only Revenue (5112)	0	0	19
Unidirectional Long Distance Revenue (5110)	0	0	
Long Distance Private Network Revenues			
Subvoice Grade Revenue (5121)	2,613	2,832	20
Voice Grade Revenue (5122)	0	0	21
Audio Program Grade Revenue (5123)	0	0	22
Video Program Grade Revenue (5124)	0	0	23
Digital Transmission Revenue (5125)	0	0	24
Switching Revenue (5126)	0	0	25
Other Revenue (5128)	0	0	26
Other Revenue Settlements (5129)	0	0	27
Total Long Distance Private Network Revenue	2,613	2,832	
Other Long Distance Revenue (5160)	0	0	28
Other Long Distance Revenue Settlements (5169)	0	0	29
TOTAL LONG DISTANCE NET. SERVICES MESSAGE REV.	2,613	2,832	

REVENUES - CLASS A & B (CLASS B USE ACCOUNTS DESIGNATED BY *)

Particulars (a)	This Year (b)	Last Year (c)	
MISCELLANEOUS REVENUES			
Directory Revenue (5230)*	---CONF---	---CONF---	30
Rent Revenue (5240)*	---CONF---	---CONF---	31
Corporate Operations Revenue (5250)*	---CONF---	---CONF---	32
Miscellaneous:			
Miscellaneous Revenue (5260)*	---CONF---	---CONF---	33
Special Billing Arrangements Revenue (5261)	---CONF---	---CONF---	34
Customer Operations Revenue (5262)	---CONF---	---CONF---	35
Plant Operations Revenue (5263)	---CONF---	---CONF---	36
Other Incidental Regulated Revenue (5264)	---CONF---	---CONF---	37
Other Revenue Settlements (5269)	---CONF---	---CONF---	38 8
Total Miscellaneous Revenue (5260)	---CONF---	---CONF---	
Interstate Billing and Collection Revenue*	---CONF---	---CONF---	39 9
Intrastate Billing and Collection Revenue*	---CONF---	---CONF---	40
Total Carrier Billing and Collection Revenue (5270)*	---CONF---	---CONF---	
Nonregulated Operating Revenue (5280)**	---CONF---	---CONF---	41
TOTAL MISCELLANEOUS REVENUES	724,842	690,077	
GROSS OPERATING REVENUES	7,502,278	6,610,946	
UNCOLLECTIBLE REVENUES			
Uncollectible Revenue (5300)*			42
Uncollectible Revenue--Telecommunications (5301)	38,439	23,421	43 A
Uncollectible Revenue--Other (5302)	856	0	44
TOTAL UNCOLLECTIBLE REVENUE (5300)	39,295	23,421	
TOTAL OPERATING REVENUES	7,462,983	6,587,525	

** Account 5280 is to be used only by those companies subject to dual jurisdiction.

EXPENSES - CLASS A & B

Particulars (a)	Total This Year (b)	Total Last Year (c)	
PLANT SPECIFIC OPERATIONS EXPENSE			
Total Network Support Expense (6110)	5	124	1
Less: Nonregulated		0	2
Net Regulated	5	124	3
Total General Support Expense (6120)	343,865	124,671	4
Less: Nonregulated		0	5 4
Net Regulated	343,865	124,671	6
Total Central Office Switching Expense (6210)	82,395	73,690	7
Less: Nonregulated		0	8
Net Regulated	82,395	73,690	9
Total Operator Systems Expense (6220)	0	0	10
Less: Nonregulated		0	11
Net Regulated	0	0	12
Total Central Office Transmission Expenses (6230)	76,820	10,778	13
Less: Nonregulated		0	14 4
Net Regulated	76,820	10,778	15
Total Information Orig. / Term. Expense (6310)	6	0	16
Less: Nonregulated		0	17
Net Regulated	6	0	18
Total Cable and Wire Fac. Expense (6410)	376,267	359,056	19
Less: Nonregulated	0	0	20
Net Regulated	376,267	359,056	21
TOTAL PLANT SPECIFIC OPERATIONS EXPENSE	879,358	568,319	
Less: Nonregulated	0	0	
Net Regulated	879,358	568,319	
PLANT NONSPECIFIC OPERATIONS EXPENSE			
Total Other Property, Plant and Equip. Exp. (6510)	0	0	22
Less: Nonregulated		0	23
Net Regulated	0	0	24
Total Network Operations Expense (6530)	276,172	128,970	25
Less: Nonregulated		0	26 4
Net Regulated	276,172	128,970	27
Access Expense (6540)	142,015	62,212	28
Less: Nonregulated		0	29 4
Net Regulated	142,015	62,212	30
Total Depreciation and Amortization Expense (6560)	2,882,194	1,314,622	31
Less: Nonregulated		0	32 5
Net Regulated	2,882,194	1,314,622	33
TOTAL PLANT NONSPECIFIC OPERATIONS EXP.	3,300,381	1,505,804	
Less: Nonregulated	0	0	
Net Regulated	3,300,381	1,505,804	

EXPENSES - CLASS A & B

Particulars (a)	Total This Year (b)	Total Last Year (c)	
CUSTOMER OPERATIONS EXPENSE			
Total Marketing (6610)	157,400	170,749	34
Less: Nonregulated	0	0	35
Net Regulated	157,400	170,749	36
Total Services (6620)	528,906	599,122	37
Less: Nonregulated		0	38
Net Regulated	528,906	599,122	39
TOTAL CUSTOMER OPERATIONS EXPENSE	686,306	769,871	
Less: Nonregulated	0	0	
Net Regulated	686,306	769,871	
CORPORATE OPERATIONS EXPENSE			
Total Exec. and Planning (6710)	44,392	74,558	40
Less: Nonregulated		0	41 4
Net Regulated	44,392	74,558	42
Total General and Administrative (6720)	693,365	513,521	43
Less: Nonregulated	0	0	44 4
Net Regulated	693,365	513,521	45
Provision for Uncollectible Notes Receiv. (6790)	0	0	46
Less: Nonregulated		0	47
Net Regulated	0	0	48
TOTAL CORPORATE OPERATIONS EXPENSE	737,757	588,079	
Less: Nonregulated	0	0	
Net Regulated	737,757	588,079	
TOTAL EXPENSES	5,603,802	3,432,073	
Less: Nonregulated	0	0	
Net Regulated	5,603,802	3,432,073	

EXPENSES - CLASS A & B (DETAIL)

Particulars (a)	Total This Year (b)	Total Last Year (c)	
Property Held for Future Tele. Use Exp. (6511)	0	0	1
Provisioning Expense (6512)	0	0	2
Total: Reported in Account 6510	0	0	
Depreciat. Exp.--Tele. Plant in Service (6561)	1,622,775	1,310,189	3
Depreciat. Exp.--Prop. Held for Future Tele. Use (6562)	0	0	4
Amortization Expense--Tangible (6563)	9,424	2,381	5
Amortization Expense--Intangible (6564)	1,246,642	0	6 5
Amortization Expense--Other (6565)	3,353	2,052	7
Total: Reported in Account 6560	2,882,194	1,314,622	

CALCULATION OF ASSESSABLE REVENUES FOR REMAINDER AND TELEPHONE RELAY ASSESSMENT PURPOSES

Currently, cooperatives are not billed for remainder assessment, but are subject to the telephone relay assessment.

Description (a)	This Year (b)	
Gross Operating Revenues	7,502,278	1
Plus: Collection of amounts previously written off	0	2
Less: Uncollectibles written off during the year	38,439	3
Plus: Total Other Operating Income and (Expense) (7100)	0	4
Less: Nonregulated Operating Revenue (included in Gross Oper. Rev. on Line 1)		5
Plus: Nonregulated Net Write Off Amount (included on lines 2 and 3)		6
Less: Out-of-State Operating Revenues (included in Gross Oper. Rev. on Line 1)	0	7
Plus (or Less) Other (please specify): None	0	8
Assessable Revenues for Remainder and Telephone Relay Assessment Purposes	7,463,839	

CALCULATION OF ASSESSABLE REVENUES FOR UNIVERSAL SERVICE FUND ASSESSMENT PURPOSES

Description (a)	This Year (b)	
Total Basic Local Service Revenue (5000)	2,509,677	1
Plus: Total Intrastate Access Revenues (5084)	747,589	2
Plus: Total Long Distance Network Services Revenue	2,613	3
Less: Out-of-State Operating Revenues (included in the above lines)	0	4
Plus: Intrastate Payphone Revenues	0	5
Plus (or Less) Other (please specify): None	---CONF---	6
Assessable Revenues for Universal Service Fund Assessment Purposes	---CONF---	

CALCULATION OF ASSESSABLE REVENUES FOR REMAINDER AND TELEPHONE RELAY ASSESSMENT PURPOSES

Currently, cooperatives are not billed for remainder assessment, but are subject to the telephone relay assessment.

Description (a)	This Year (b)	
Gross Operating Revenues	7,502,278	1
Plus: Collection of amounts previously written off	0	2
Less: Uncollectibles written off during the year	38,439	3
Plus: Total Other Operating Income and (Expense) (7100)	0	4
Less: Nonregulated Operating Revenue (included in Gross Oper. Rev. on Line 1)		5
Plus: Nonregulated Net Write Off Amount (included on lines 2 and 3)		6
Less: Out-of-State Operating Revenues (included in Gross Oper. Rev. on Line 1)	0	7
Plus (or Less) Other (please specify): None	0	8
Assessable Revenues for Remainder and Telephone Relay Assessment Purposes	7,463,839	

CALCULATION OF ASSESSABLE REVENUES FOR UNIVERSAL SERVICE FUND ASSESSMENT PURPOSES

Description (a)	This Year (b)	
Total Basic Local Service Revenue (5000)	2,509,677	1
Plus: Total Intrastate Access Revenues (5084)	747,589	2
Plus: Total Long Distance Network Services Revenue	2,613	3
Less: Out-of-State Operating Revenues (included in the above lines)	0	4
Plus: Intrastate Payphone Revenues	0	5
Plus (or Less) Other (please specify): None	---CONF---	6
Assessable Revenues for Universal Service Fund Assessment Purposes	---CONF---	

OTHER INCOME ACCOUNTS

Particulars (a)	This Year (b)	Last Year (c)	
OTHER OPERATING INCOME AND EXPENSE			
Total Other Oper. Income and (Expense) (7100)	0	0	1
OPERATING TAXES			
Operating Investment Tax Credits--Net (7210)	0	0	2
Operating Federal Income Taxes (7220)	71,265	841,013	3
Operating State and Local Income Taxes (7230)	18,081	206,215	4
Operating Other Taxes (7240)	84,793	89,129	5
Provision for Deferred Operating Income Taxes--Net (7250)	672,152	335,290	6
TOTAL OPERATING TAXES (7200)	846,291	1,471,647	
NONOPERATING INCOME AND EXPENSE			
Dividend Income (7310)	0	0	7
Interest Income (7320)	0	258,307	8
Income from Sinking and Other Funds (7330)	0	0	9
Allowance for Funds Used During Construction (7340)	11,148	25,019	10
Gains or (Losses) from the Disposition of Certain Property (7350)	0	0	11
Other Nonoperating Income (7360)	0	0	12
Special Charges (7370)	8,988	3,524	13
TOTAL NONOPERATING INCOME AND EXPENSE (7300)	2,160	279,802	
NONOPERATING TAXES			
Total Nonoperating Taxes (7400)	0	0	14
INTEREST AND RELATED ITEMS			
Total Interest and Related Items (7500)	199,306	117,722	15
EXTRAORDINARY ITEMS			
Extraordinary Items (7600)	0	0	16
NONREGULATED NET INCOME			
Nonregulated Net Income (7990)	319,865	268,515	17

NONREGULATED ACTIVITIES

List the type of nonregulated activities that the company is involved in.

Nonregulated Activity (a)	
---CONF---	1
---CONF---	2

EMPLOYEE DATA - END OF YEAR

Report employee data based on primary allocation of respective wages and salaries.

Particulars (a)	Employees (b)	
Plant Operations		
Supervisory & Management	0	1
Central Office	0	2
Outside Plant	11	3
Building & Service	0	4
Other	0	5
Customer Operations		
Supervisory & Management	1	6
Operators	0	7
Business Office	2	8
Other	1	9
Corporate Operations		
Executive & General Management	1	10
Accounting & Finance	0	11
External Relations	0	12
Human Resources	0	13
Information Management	0	14
Legal	0	15
Procurement	0	16
Research & Development	0	17
Other	0	18
Other		
All Other Employees, Not Listed Above	0	19
Total Employees	16	
Part-Time Employees		20
Full-Time Employees	16	21
Total Part-Time and Full-Time Employees	16	

TELEPHONE CALLS AND MINUTES OF USE PER MONTH

Enter average number, in thousands, of calls and minutes of use per month. The averages may be based on actual counts taken periodically during the year. Please provide level of detail available.

Item (a)	Telephone Calls (000's) (b)	Minutes of Use (000's) (c)	
LOCAL			
Intra-Exchange	---CONF---	---CONF---	1 1
Extended Area Service	---CONF---	---CONF---	2 1
Extended Community Calling	---CONF---	---CONF---	3
Other Local-Undefined	---CONF---	---CONF---	4 1
Total Local	89	370	
TOLL			
Toll	683	2,201	5
Total Toll	683	2,201	
Total Local & Toll	772	2,571	

ACCESS USAGE

Enter number, in thousands, of Billed Minutes.

Description (a)	Billed Minutes (000's)				
	Interstate InterLATA (b)	Intrastate InterLATA (c)	Intrastate IntraLATA (d)	Interstate IntraLATA (e)	
Feature Group A -- Orig.	---CONF---	---CONF---	---CONF---	---CONF---	1
Feature Group A -- Term.	---CONF---	---CONF---	---CONF---	---CONF---	2
Feature Group B -- Orig.	---CONF---	---CONF---	---CONF---	---CONF---	3
Feature Group B -- Term.	---CONF---	---CONF---	---CONF---	---CONF---	4
Feature Group C -- Orig.	---CONF---	---CONF---	---CONF---	---CONF---	5
Feature Group C -- Term.	---CONF---	---CONF---	---CONF---	---CONF---	6
Feature Group D -- Orig.	---CONF---	---CONF---	---CONF---	---CONF---	7
Feature Group D -- Term.	---CONF---	---CONF---	---CONF---	---CONF---	8

OUTSIDE PLANT STATISTICS AT END OF YEAR

Description of Item (a)	Amount (b)	
Sheath miles of plant - fiber optics	43	1
Strand miles of plant - fiber optics	446	2
Route miles of plant - microwave		3

SPECIAL ACCESS CIRCUITS IN USE AT END OF YEAR

Circuit Type (a)	InterLATA Chan. Terms. (b)	IntraLATA Chan. Terms. (c)	
Voice grade	---CONF---	---CONF---	1
56 kbps	---CONF---	---CONF---	2
64 kbps (DS0)	---CONF---	---CONF---	3
1.54 Mbps (DS-1)	---CONF---	---CONF---	4
45 Mbps (DS-3)	---CONF---	---CONF---	5
SONET OC-1	---CONF---	---CONF---	6
SONET OC-3	---CONF---	---CONF---	7
SONET OC-12	---CONF---	---CONF---	8
SONET OC-48	---CONF---	---CONF---	9
SONET OC-192	---CONF---	---CONF---	10

OUTSIDE PLANT STATISTICS AT END OF YEAR

Description of Item (a)	Amount (b)	
Sheath miles of plant - fiber optics	43	1
Strand miles of plant - fiber optics	446	2
Route miles of plant - microwave		3

SPECIAL ACCESS CIRCUITS IN USE AT END OF YEAR

Circuit Type (a)	InterLATA Chan. Terms. (b)	IntraLATA Chan. Terms. (c)	
Voice grade	---CONF---	---CONF---	1
56 kbps	---CONF---	---CONF---	2
64 kbps (DS0)	---CONF---	---CONF---	3
1.54 Mbps (DS-1)	---CONF---	---CONF---	4
45 Mbps (DS-3)	---CONF---	---CONF---	5
SONET OC-1	---CONF---	---CONF---	6
SONET OC-3	---CONF---	---CONF---	7
SONET OC-12	---CONF---	---CONF---	8
SONET OC-48	---CONF---	---CONF---	9
SONET OC-192	---CONF---	---CONF---	10

SERVICE DATA

Access Line--Central office line equipment, or equivalent, and all outside plant facilities, or equivalent, required to connect the serving central office with the customer premises via physical connection, frequency, and/or time slot. From an engineering perspective, a channel connection is at a DS0 level. A DS0 level is a 4 KHz voice or 64 Kilobits/second. Customer--A person who uses a telephone as a subscriber.

Item (a)	FOY (b)	EOY (c)	
Business			
1 Party	---CONF---	---CONF---	3
2 Party	---CONF---	---CONF---	4
4 Party	---CONF---	---CONF---	5
PBX Trunks/System Trunks	---CONF---	---CONF---	6
Centrex Trunks	---CONF---	---CONF---	7
Centrex Lines	---CONF---	---CONF---	8
Key System Trunks	---CONF---	---CONF---	9
Mobile (Utility Provided Service)	---CONF---	---CONF---	10
Paging (Utility Provided Service)	---CONF---	---CONF---	11
FX-Out (Switched)	---CONF---	---CONF---	12
Pay Telephone	---CONF---	---CONF---	13
Coin-Operated Pay Telephone	---CONF---	---CONF---	14
Independent Pay Telephone Provider	---CONF---	---CONF---	15
Other	---CONF---	---CONF---	16
Total Business Lines	2,434	2,470	17
Residential (Incl. Emp. Concess.)			
1 Party	---CONF---	---CONF---	19
2 Party	---CONF---	---CONF---	20
4 Party	---CONF---	---CONF---	21
FX-Out (Switched)	---CONF---	---CONF---	22
Other	---CONF---	---CONF---	23
Total Residential Lines	6,742	6,791	24
Total Bus & Res Lines	9,176	9,261	25
Company Used Lines	150	151	26
Total Lines Used	9,326	9,412	27

SERVICE DATA (cont.)

Access Line--Central office line equipment, or equivalent, and all outside plant facilities, or equivalent, required to connect the serving central office with the customer premises via physical connection, frequency, and/or time slot. From an engineering perspective, a channel connection is at a DS0 level. A DS0 level is a 4 KHz voice or 64 Kilobits/second. Customer--A person who uses a telephone as a subscriber.

Item (a)	FOY (b)	EOY (c)	
Miscellaneous			
WATS Lines - OutWATS	---CONF---	---CONF---	3
WATS Lines - 800 Service	---CONF---	---CONF---	4
FX-In-intraLATA	---CONF---	---CONF---	5
Special Access-intraLATA			6
(expressed in equiv. access lines)	---CONF---	---CONF---	7
Special Access-interLATA			8
(expressed in equiv. access lines)	---CONF---	---CONF---	9
Feature Group A Lines	---CONF---	---CONF---	10
Feature Group B Trunks	---CONF---	---CONF---	11
Feature Group C Trunks	---CONF---	---CONF---	12
Feature Group D Trunks	---CONF---	---CONF---	13
TSPS - Trunks	---CONF---	---CONF---	14
EAS - Trunks	53	53	15
Cellular Trunks (Pub. Sw. Net.)	---CONF---	---CONF---	16
Video Distance Learning	2	2	17
- discounted (special tariff)			18
Customers			
Lifeline Customers	31	32	20
Linkup Customers	0	0	21
Other			
Total Company Square Miles	174	174	23
Total Company Route Miles	580	580	24
Footnotes			25

SERVICE DATA - END OF YEAR

Access Line--Central office line equipment, or equivalent, and all outside plant facilities, or equivalent, required to connect the serving central office with the customer premises via physical connection, frequency, and/or time slot. From an engineering perspective, a channel connection is at a DS0 level. A DS0 level is a 4 KHz voice or 64 Kilobits/second. Customer--A person who uses a telephone as a subscriber.

Item (a)	Exchange (b)	Exchange (c)	Exchange (d)	Exchange (e)	
PSCW Exchange ID	3800	5100			1
Business					2
1 Party	---CONF---	---CONF---			3
2 Party	---CONF---	---CONF---			4
4 Party	---CONF---	---CONF---			5
PBX Trunks/System Trunks	---CONF---	---CONF---			6
Centrex Trunks	---CONF---	---CONF---			7
Centrex Lines	---CONF---	---CONF---			8
Key System Trunks	---CONF---	---CONF---			9
Mobile (utility provided service)	---CONF---	---CONF---			10
Paging (utility provided service)	---CONF---	---CONF---			11
FX-Out (Switched)	---CONF---	---CONF---			12
Pay Telephone	---CONF---	---CONF---			13
Coin-Operated Pay Telephone	---CONF---	---CONF---			14
Independent Pay Telephone Provider	---CONF---	---CONF---			15
Other	---CONF---	---CONF---			16
Total Business Lines	2,306	164	0	0	17
Residential (Incl. Emp. Concess.)					18
1 Party	---CONF---	---CONF---			19
2 Party	---CONF---	---CONF---			20
4 Party	---CONF---	---CONF---			21
FX-Out (Switched)	---CONF---	---CONF---			22
Other	---CONF---	---CONF---			23
Total Residential Lines	5,141	1,650	0	0	24
Total Bus & Res Lines	7,447	1,814	0	0	25
Company Used Lines	151	0			26
Total Lines Used	7,598	1,814	0	0	27

SERVICE DATA - END OF YEAR (cont.)

Access Line--Central office line equipment, or equivalent, and all outside plant facilities, or equivalent, required to connect the serving central office with the customer premises via physical connection, frequency, and/or time slot. From an engineering perspective, a channel connection is at a DS0 level. A DS0 level is a 4 KHz voice or 64 Kilobits/second. Customer--A person who uses a telephone as a subscriber.

Item (a)	Exchange (b)	Exchange (c)	Exchange (d)	Exchange (e)	
PSCW Exchange ID	3800	5100			1
Miscellaneous					2
WATS Lines - OutWATS	---CONF---	---CONF---			3
WATS Lines - 800 Service	---CONF---	---CONF---			4
FX-In-intraLATA	---CONF---	---CONF---			5
Special Access-intraLATA					6
(equiv. access lines)	---CONF---	---CONF---			7
Special Access-interLATA					8
(equiv. access lines)	---CONF---	---CONF---			9
Feature Group A Lines	---CONF---	---CONF---			10
Feature Group B Trunks	---CONF---	---CONF---			11
Feature Group C Trunks	---CONF---	---CONF---			12
Feature Group D Trunks	---CONF---	---CONF---			13
TSPS - Trunks	---CONF---	---CONF---			14
EAS - Trunks	53				15
Cellular Trunks (Pub. Sw. Net.)	---CONF---	---CONF---			16
Video Distance Learning					17
- discounted (special tariff)	2				18
Other					19
Exchange Square Miles	144	30			20
Exchange Route Miles	394	186			21
Footnotes					22

MANUFACTURER ABBREVIATIONS

Use these abbreviations when completing the central office data schedule.

Manufacturer Name (a)	Abbreviation (b)	
Alcatel	AL	1
ATTC	ATT	2
GTE	GTE	3
ITT	ITT	4
Lucent	ATT/LUC	5
Nippon Electric	NEC	6
Northern Telecom	NTI	7
Siemens	SI	8
Stromberg-Carlson	SC	9
VIDAR	VI	10

EQUIPMENT ABBREVIATIONS

Use these abbreviations when completing the central office data schedule.

Equipment Type (a)	Abbreviation (b)	
Electromechanical	EM	1
Electronic--Analog	A	2
Electronic--Digital	D	3
Electronic--Video	V	4

MANUFACTURER ABBREVIATIONS

Use these abbreviations when completing the central office data schedule.

Manufacturer Name (a)	Abbreviation (b)	
Alcatel	AL	1
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Northern Telecom	NTI	7
Siemens	SI	8
Stromberg-Carlson	SC	9
VIDAR	VI	10

EQUIPMENT ABBREVIATIONS

Use these abbreviations when completing the central office data schedule.

Equipment Type (a)	Abbreviation (b)	
Electromechanical	EM	1
Electronic--Analog	A	2
Electronic--Digital	D	3
Electronic--Video	V	4

CENTRAL OFFICE DATA - END OF YEAR

When an exchange has more than one central office, data must be reported for each central office.

Description (a)	Central Off. (b)	Central Off. (c)	Central Off. (d)	Central Off. (e)	
Exchange Name	NEW RICHMOND	STAR PRAIRIE			1
PSCW Exchange ID	3800	5100			2
Central Office Name	NEW RICHMOND	STAR PRAIRIE			3
PSCW Central Office ID	1	1			4
Central Office CLLI Code	NWMDWIXADSA	STPRWIXARSO			5
Manufacturer of COE (Page 54)	NTI	NTI			6
Year COE Installed	1981	1981			7
Type of Equipment (Page 54)	D	D			8
(S)tandalone, (H)ost, (R)emote, (A)dv Fiber Comm	H	R			9
Remote Host PSCW Exchange ID		3800			10
Remote Host PSCW Central Office ID		1			11
COE Generic Software Release No.	LEC00014	LEC00014			12
SS7?	Yes	Yes			13
9-1-1?	Yes	Yes			14
Access Lines - In Use	7,598	1,814			15
- Equipped	11,536	1,884			16
- Wired	11,536	1,920			17
Trunks - In Use	2,664				18
- Equipped	3,360				19
- Wired	3,360				20
ISDN Available?	No	No			21
ISDN Lines - In Use (BRI)	---CONF---	---CONF---			22
- In Use (PRI)	---CONF---	---CONF---			23
XDSL Available?	Yes	No			24
- In Use (# lines)	---CONF---	---CONF---			25
Switched 56 Service?	No	No			26
Switched 56 lines in use	---CONF---	---CONF---			27
Digital Transmission Facilities: DS-1 - In Use	---CONF---	---CONF---			28
DS-3 - In Use	---CONF---	---CONF---			29
Advanced Data Service Available:					
Packet Switching?	No	No			30
SMDS?	No	No			31
Frame Relay?	No	No			32
ATM (Asynchronous Trans. Mode)?	No	No			33
Video Information - Service Available?	No	No			34
- In Use (# lines) ¹	---CONF---	---CONF---			35
Fiber Transmission Facilities:					
No. of fiber strands entering C.O.	94	32			36
No. of fiber strands working (LIT) in C.O.	---CONF---	---CONF---			37
No. of fiber strands for interoffice use	16				38
Miles of fiber sheath in wire center	36	7			39
Access Tandem Serving this C.O.:					
- C.O. Name	NEW RICHMOND				40
- PSCW C.O. ID	3800-01				41
Does this C.O. do access tandem switching?	Yes	No			42
Footnotes					43

¹ Teleco provided end-to-end facility.

GENERAL, SCHEDULE LEVEL AND SCHEDULE LINE FOOTNOTES

General Footnote

Schedule Footnotes

Balance Sheet - Assets (Class B Use Accounts Designated By *) Footnote. Page 10

Goodwill was entered on line 2005, as a separate line for this was not available.

Employee Data - End of Year Footnote. Page 46

Centralized functions account for an additional 2807 employees.

Schedule Line Footnotes

- 1) Frontier Communications - St Croix is an average schedule company and number of calls and minutes of use for this category is not available.
- 2) Fixed Assets accounting systems transitioned into one common system due to the merger of Citizens and Frontier.
- 3) Beginning balance was not transferred in from 2001 annual report.
- 4) Change in mutual beneficial cost allocations.
- 5) Amortization of account 2690.
- 6) Rate increase in SLC.
- 7) Increase in product sales for ADSL.
- 8) 2001 incorrect product billing codes posted to 5269. Corrected in late 2001.
- 9) Business as usual.
- A) Unfavorable increase in write offs for customer accounts.